

BROOKWOOD NEWS

January 2026

Thank You!

A heartfelt thank you to all the families who shared gifts, tips, & well wishes with us this year. Your kindness, treats, and thoughtful surprises brought so much joy to our team. We're truly grateful for your generosity and for trusting us with your pets every day.

2025 Accomplishments

We accomplished so much last year! We are proud to share some of the highlights:

- All full-time staff is Pack Pro certified in customer service, dog body language & play group management.
- Developed a successful enrichment program that is fun and engaging for us and our dogs.
- Emily, Assistant Manager, took a trip to Pack Pro HQ in Buffalo NY this year to attend their Day Care Masterclass Workshop.
- Aerapy UV lights were installed in our ventilation system to help sanitize the air that circulates through the building.
- Refined our playgroup guidelines to promote safety and fun for all, including smaller, supervised groups.
- Starting our monthly newsletter

We are always happy to talk about our accomplishments.

Book Now

February vacation week is almost here!

And its one of our busiest weeks.

Please book your pet's stay as soon as possible.

2026 Goals

We get busier every year. With that comes responsibility — not just to do more, but to do better.

Learning isn't something we schedule once in a while. It's something we all practice every day — often quietly, often unnoticed.

Our goals for 2026:

- Continuing education for staff
- Expanding our enrichment program
- Sending more Report Cards home
- Finding Carley a forever home
- Sending our monthly newsletter so you know what we are doing

Thank you for being part of Brookwood — we look forward to another year together.



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What to do About Winter Blues

As the days get shorter and colder, many pets experience the winter blues. With less sunshine, fewer walks, and more time indoors, some dogs and cats may seem a little "off." You might notice lower energy, extra sleeping, boredom, restlessness, pickier eating, or less interest in play. It's completely normal—and there are simple ways to help your pet feel their best all season long!

How to Support Your Pet This Winter

- Add enrichment at home-- *Puzzle feeders, snuffle mats, treat hunts, and short training games keep minds active when outdoor time is limited.*
- Keep a steady routine-- *Consistent feeding, walking, and play times help pets stay grounded and balanced.*
- Get outside when weather allows-- *Even a brief walk or a few minutes of sunshine can boost a dog's mood. Indoor sunspots benefit cats too.*
- Create cozy comfort-- *Warm beds, blankets, and calm rest areas help pets feel secure during colder months.*
- Try indoor activities at Brookwood-- *Treadmill sessions, scent space, nature walks, and staff time provide healthy stimulation when outdoor play isn't ideal.*
- Rotate toys and experiences-- *New scents, textures, toys, and simple training refresh your pet's day and reduce winter boredom.*

Winter Can Still Be a Happy Season. While pets may feel the seasonal shift, winter is a wonderful opportunity for extra bonding. A little creativity and a few added routines can make this season cozy, enriching, and enjoyable for both you and your pet.



Eddy Mae



Chloe



Jack

Murphy

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Why Reviews Matter

Reviews play a huge role in helping us continue to grow and improve. They help new families learn who we are and what sets us apart-- our care standards, our staff, and the experience their pets can expect.

Reviews also help us understand what we are doing well and where we can do better. Giving our team real feedback is invaluable. We read and take to heart every review.

We genuinely appreciate every person who takes the time to share their experience. Thank you.



Tessa

Noor

If You Have a Concern

Please tell us. Please. The best time to address concerns is as they're happening or shortly after.

We take feedback seriously and will always listen, ask questions, and work to make things right.

How to Leave Feedback

We love hearing about your experience and leaving a review is easy. After a boarding stay, you will receive a short survey about your experience.

You are also always welcome to leave a Google review by searching for Brookwood Pet Resort.

If you choose to share your experience publicly, we truly appreciate it — it helps other families feel confident choosing us.

Finally

Not all feedback comes as a review — a comment at pickup or a kind word shared with our staff often means just as much.

Thoughtful feedback — good or bad — helps us do better for the dogs in our care.



Maggie

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Meet The Owner

Name: Michael Robinson

Role: Owner since July 2022

How long have you been part of the Brookwood team?

I brought my dogs to day camp for about ten years and have been owner for more than three years.

What do you love most about your job?

Noticing that I am being needed less, for the right reasons.

Do you have pets at home?

Two dogs. Grem, a seven year old Dobermann. Dee, a three year old Belgian Malinois.

Experience, Skills, or Certifications:

Pack Pro certification, Pet First Aid & CPR certification, Pet Boarding Infectious Disease Management Certification.

Fun Fact About You:

Dee and I are training for IGP3 title and hope to have a great dockdiving season.



Grem and I camping in Northern Maine



Dee and I learning our IGP1 title

Meet Us

Every month, our newsletter will feature one of us. You will get to know the team that takes care of your pets.



The Brookwood Team

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Photos With Santa



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